

6 Sending & Receiving Mail

New Message
John Doe

Begin typing message ...
0 of 500

Send

Cancel

With CIDNET, you can send and receive inmate email with your loved one by clicking the green "Messages" button underneath your linked contact's name. Simply type up a message and submit! Some facilities may choose to review your message before your loved one can read it. You won't be charged for emails that are not approved. Every email sent is equal to one message credit used.

1 Message Credit = 10 Cents

View Message
John Doe

From: YOU
Sent: 8/3/18 12:59 PM

Hello! How are you!

Approved as of 8/7/18 1:48 PM
Read: Not Read Yet

Need Help?

If you're having issues with CIDNET click the "Support" button at the bottom of the webpage and send our team a request. We are more than happy to provide help and answer any questions!

New Support Request

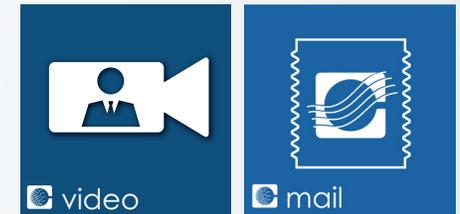
Select a Reason ..

Enter a Description ..

Please be as descriptive as possible so that our support team can assist you as quickly as possible.

Submit

Close



Friends & Family

Guide to Video Calls and
Digital Mail from Home

Schedule video sessions and send messages with your incarcerated loved one for more personalized communication through CIDNET. Follow these easy steps to get started!

1 Create a CIDNET Account



Open a Google Chrome web browser on your computer and navigate to the following website: <https://customer.cidnet.net/login>

You can also download the CIDNET Android App on the Google Play Store for your mobile device.

Next, click the yellow button that says "Register" and enter all the required information. Once you're finished, click "Create Account" and read and accept the Terms of Use. An email will be sent to you with a link so you can complete your registration by creating a password.

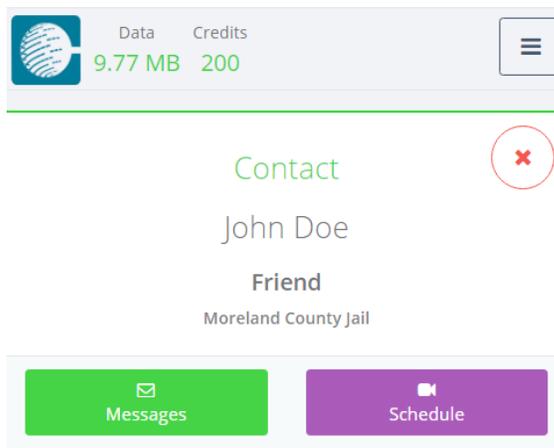
2 Test Browser

You have not tested your browser yet

Test your Browser

When you log in to your CIDNET account for the first time, you'll need to test your browser. To do this, click the orange 'Test your Browser' button so that CIDNET can detect and enable your device's camera and microphone.

3 Link with Your Contact

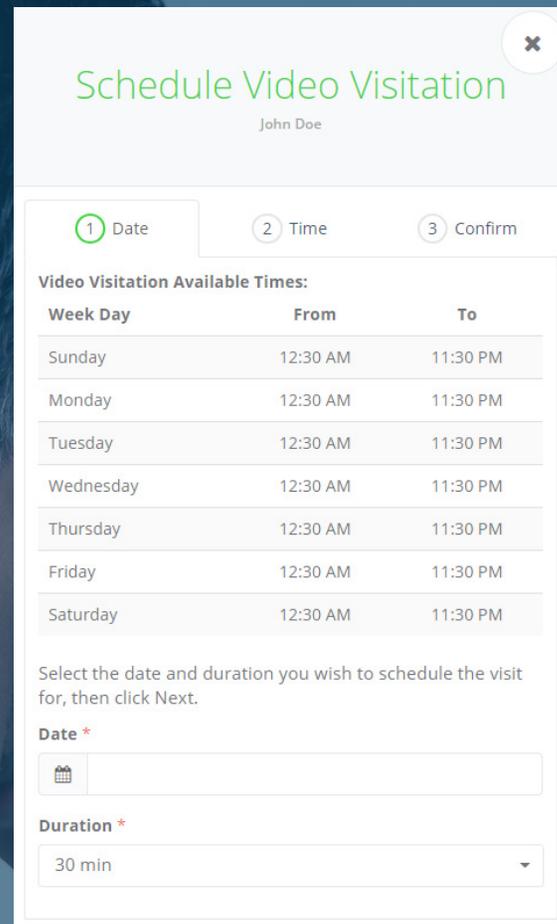


Next, click the "Link with an Inmate" button and select the state of the facility, the name of the facility (the county) and search for your loved one by typing their name, finally identify your relationship and click "Complete." Administrative staff at the facility will then receive a notification and either approve or decline your link request. Either way, you will receive an email notifying you of their decision.

4 Purchase Data & Credits

Once your link is approved, you can fund your account with Data and Credits. To do so, click the menu button (with three lines) in the top right of the screen, then click the green "Add Data" button. **Our services are priced by the amount of data transmitted or credits used.** A video session transmits a maximum of 1.4 MB per minute. Individual messages use 1 credit when sent or read. Use the data calculator to approximate how much data you need for a video session.

5 Scheduling & Completing a Video Session



Week Day	From	To
Sunday	12:30 AM	11:30 PM
Monday	12:30 AM	11:30 PM
Tuesday	12:30 AM	11:30 PM
Wednesday	12:30 AM	11:30 PM
Thursday	12:30 AM	11:30 PM
Friday	12:30 AM	11:30 PM
Saturday	12:30 AM	11:30 PM

To schedule a video session, click the purple "Schedule" button underneath your linked contact. Choose a date from the displayed schedule and set the maximum duration of your visit. Next, select a time slot to start your video session, confirm and agree to the terms, and your visit schedule has been submitted.

At the scheduled date and time of your video click the "Launch" button and you will be connected to your inmate. Make sure you have a secure internet connection.

All video data is recorded and may be monitored.